SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
May 3, 2000

Meeting Agenda

- **Review meeting agenda & action items (Rice)**

The agenda included a review of outstanding action items. The Information Resources Catalog (IRC) Survey was sent to the CIAG members on April 20, 2000. The CIAG members have distributed the Survey to their organizations. General feedback from those taking the survey was that future surveys should be more user friendly (e.g., more clearly lead the user through the survey).

Three other outstanding actions were also addressed and agreed to by the CIAG:

1. *Send note from Support Center identifying implications of records management on e-mail and informing users of use of C, N, P and Q drives.*

    Although official guidance on records management will not be available for some time, the IM Team will draft an e-mail by May 15, 2000 for CIAG review containing information on making the best use of the above drives in the interim.

2. *Add CIAG folder in Exchange Server for public sharing.*

    It was noted that CIAG minutes are now available to everyone on the IM Team web page. This action will be scheduled for brief discussion at a future meeting to revisit whether the CIAG members would like the additional capabilities such a folder offers.

3. *Have Support Center become focal point for all training requirements and update training credit system to include Support Center-sponsored training.*

    This item will be considered further in the context of an upcoming agenda item on training.

- **Support Center Changes (Green)**

The CIAG was informed that the Support Center portable computer loaner pool will be expanded to include Blackberry devices, cell phones, and pagers. The Blackberry is a wireless device that allows users to send and receive mail nationwide from major metropolitan areas. The loaner pool will be limited to six of each and will be available by the end of May on a first-come, first-served basis to those on official travel (i.e., with approved orders in Travel Manager). The IM Team will inform all SC users of the new service via e-mail.

- **SC HQ IA Information Architecture Presentation (IA) Available (Rice)**

The CIAG was informed that a slide presentation in the SC HQ IA is now available in the "What's New" section of the IM Team web page http://www.sc.doe.gov/production/orm/scimarch.pdf. The presentation summarizes the purpose and components of the architecture as well as how the process is implemented here. It also contains the current Strategic Plan (by package and delivery schedule). In response to a question, the CIAG felt that it was adequate to post the presentation on the Web page, but that there was no need to send an e-mail to inform SC about its availability.

- **SC Intranet Portal Presentation (SCIP) (Hughes)**

The CIAG was given a summary of the SCIP project and its current status. The SCIP is a view (a portal) into SC information. It will allow SC users to access needed information through the Web from any location. Users will be able to have individualized views depending on their information needs and authorized access. Joint Application Development sessions are under way with users to set project priorities and get input on how customers would like to see the information organized.

The project is divided into three phases.

- The first will focus inside SC and will include access to IMSC, IM communications, the SC LAN, e-mail and the calendar.
- The second phase will incorporate field offices (i.e., FIN plan changes and PRs).
- The third phase will incorporate all levels of users (e.g., reviewers, researchers).

A working model of the first phase will be available for review in approximately six weeks.

Meeting Attendees

Name		Organization	Contact Information
Greg	**Dilworth – Alt Chair**	**SC-17**	**3-2873**
Pat	**Rice – Exec. Sec**	**SC-621**	**3-4556**
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Cathy	Hanlin	SC-23	3-1965
Jane	Hiegel	SC-30	3-5800
Steve	Eckstrand	SC-55	6-5428 (Conference Call Attendance)
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Jeanne	Beall	SC-621	3-4587
Brent	Baker	SC-621	3-2345
Mitzi	Christ	SC-621	3-1548
Robbie	Green	SC-621	3-6578
Gene	Hughes	SC-621	3-5409
Julie	Kizer	SC-621	3-8883
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

Action Items

- IM Team will send e-mail to SC users informing them of the availability of Blackberry devices, cell phones and pagers. (Green)
- The CIAG requested discussion at a future meeting of what happens to old equipment.   A presentation/discussion about the Excess Property Process will be scheduled. (Rice/Green)
- Ensure that future agenda item on IM training includes discussion on having the Support Center become focal point for all training requirements and updating the training credit system to include Support Center-sponsored training. (Rice)
- Schedule discussion of need for CIAG folder in Exchange Folder. (Rice)

Proposed 05/10/00 Meeting Agenda

- Presentation and Selection of Key Performance Measures (Griffin)

Proposed Future Agenda Items

- Discuss how training is offered (Green)
- Revisit Support Center (Green)
- Present Office 2000 rollout plan (Green)
- Present Applix notification options (Green)
- Present auto-archiving implementation plan (Green)
- Present Standard Desktop rollout plan (Green)
- Present IMSC integrated schedule (Hughes)
- Present SC INTRANET project (Hughes)
- Present Support Center Roles and responsibilities with regard to IM Training (Rice)